### Remington Arms Co., Inc. Product Service Legal Case #:5200

Case I	nform	ation
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**Date Closed Incident Date** Pre Lit Obsolete RE# **Date Opened** Date Opened(PS) Lit 213590 12/9/2010 11/24/2010 12/10/2010 11/24/2010

Customer Information

Zip Last Name Street City State Contact Type **Business** First Name Age H 304-622-2479 RR 4 Box 944 Jeff Salem WV 26426 Incident Burch E burch297@aol.com

Incident Information

Claims Codes Repair Est. **Medical Treatment Medical Status** PI

PD Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release S

Unknown

C FSR

11/24/10: Customer called in. He stated that while hunting on 11/24/10, he had a FSR. No damage, No injury. He has had gun for 6 yrs. Stated he bought it new at Wal Mart. He saw things about us on tv and is very upset that we haven't put the word out there that we have an issue, etc. He stated that he doesn't want to pay for anything. df

Firearm Information

Model/Ga. SKU Serial Bbl. DOM Mfg. Type 700/3006 SPRG 25791 B6773157 DV 2/20/1986 Remington CF/BA Where Purchased **Original Owner Date Purchased** Accessories

Wal Mart

Y

CONCERN:FSR

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/700/CF/BA

Cash Reim. Date Cash Date Settlement Release of Claims Release Date Reimbursement APV Settlement APV

Per Ilion - Repair @ n/c

### Repair/Replacement Cost Repair/Replacement Date

12/14/2010

11/24/10: Sending ARS, ltr, form, box. Box order# 1162644. df 12/14/10: Per Ilion - Could not duplicate concern. TA is performing as designed. To restore confidence in rifle, we will replace TA, clean & test fire @ n/c. df 12/14/10: I called customer & left voice mail about n/c repair. df

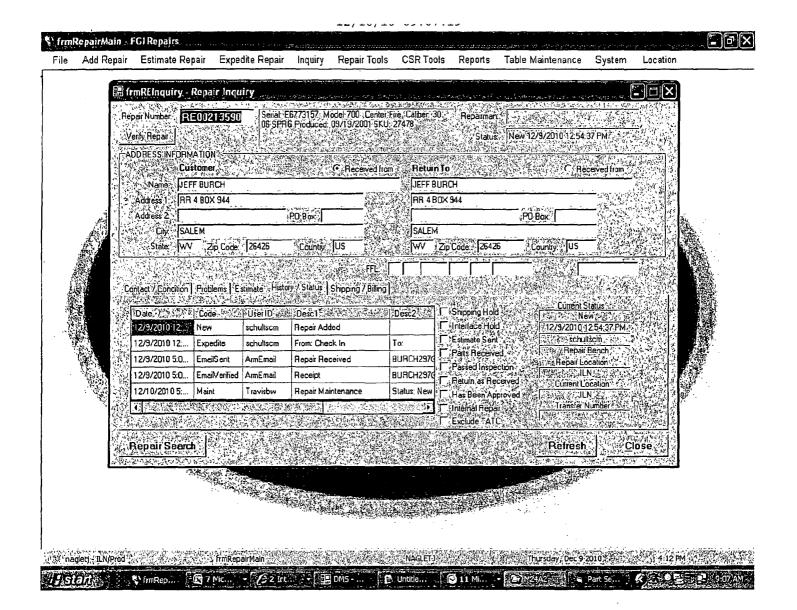
### Examination[Remington/CF/BA]

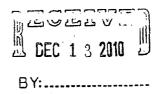
Sub-Part	Code	Comment
Examiner		B.TRAVIS
Exam Date		12/10/2010
Product Type		RF
Action Type		A
Assigned To		T.NAGLE
4038	Could Not Duplicate Concern	
Description		22" 3006 SPR
Date Code		DV
Bore Plugged	False	
Bulged	False	
Fired	False	
	Examiner Exam Date Product Type Action Type Assigned To  4038 Description Date Code Bore Plugged Bulged	Examiner Exam Date Product Type Action Type Assigned To  4038 Could Not Duplicate Concern  Description Date Code Bore Plugged False Bulged False

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5200&Type=Case

12/14/2010

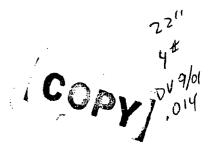
	Fired while Obstructed	1	
	Muzzle/Crown Condition Slightly Worn; Functionin		
	Firing Pin	Slightly Worn; Functioning	
}	Shroud	Slightly Worn; Functioning	
Bolt	Face	Slightly Worn; Functioning	
ĺ	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
	Condition	Slightly Worn; Functioning	
Receiver		False	
	Description		STANDARD M/700 SAFETY
Safety	Function	Like new; Functioning	
: 	Sub-Assembly	ISS	
Sear	Lift	Select	.014
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	Select	4#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	





And the second s

3200



November 24, 2010

Jeff Burch RR4 Box 944 Salem, WV 26426 Ph: 304-622-2479

Ref: #5200

Dear Mr. Burch,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely, D. Fulcher Consumer Affairs Administrator Remington, H&R, Marlin Phone: 1-800-243-9700

Fax: 336-548-7872

enclosure

E6773157

Model: 700

RE00213590

Could Not duplicate concern.

T. A. 15 performing to ise signed.

To restone confidence in rifle

will replace TAA, clean + 1est

fine at N/C

#23045

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025 Phone 800-243-9700 • www.remington.com

Print	Reset	
Model	Serial	
Number: 700 ADL	Number: €6713157	
Are you the original ow	ner?: ⊠ YES □ NO	
Name: Jeffcey w Burn Date of Purchase:		
	2000	
Address (no RR 니 Box 944	PO Boxes):	
City: Salem	State: 26426	
Phone (Daytime): (30円) 622~2479	Fax:	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) Burch 297 @ AoL, Lom		
E-mail Address:		
☑ I would like to receive future €	· ··· - · · · · · · · · · · · · · · · ·	
Please describe your problem and date of occurrence:		
the Gon Fired, 11-24/20		
After Returning From a ho	inting trip, I had cleaned	
the bore and Action. Fo	Eyeled the bilt, selected safe	
Position. I Henwanted to U	1-cock the Gin, when I selate	
fire it Dry fired, Approxima	ty 20 attempts I round not decline	
this situation , but become co	ncerned with occurring	
500 cha	racters left	
Ammunition I	nformation:	
Manufacturer: Reminster	Type: Core Lokt 150 GR	
Other (i.e. bullet weight/type, shot size,		
powder): 15062		
Handload Information: 01/A-Focuse ( )		
Powder Used:	Powder Weight:	
Case/Hull Used:	Primer Used:	
Bullet Type/Shot Size:	Reloader Used:	
A CONTRACTOR OF THE CONTRACTOR		

Firearms Care (Cleaning and Lubrication):

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds) A Flex inclimate washer - before storing Fire storing	
How often do you clean the action? (Months or Number of rounds) AFRI Inclimate Lenther - before Storing For Source	
How often do you clean the trigger assembly? (Months or Number of rounds) אַבּאַריְאַנוּ אַשְּׁרְּבְּאַב אַנְאַמָּיִי בּעָּל אַבּער אַבּאָבּר אַבּ בּאַנִיאַנִיי בּעָּל אַבּער אַבּאַנּר אַבּיר אָבּיּרָאַנּ בּאַנּר אַבּאַנּר אָבּאַנּר אַבּאַנּר אַבּאַנּר אַבּאַנּר אַבּאַנייי אַנּייי אָבּאַנּיי אַנּאַנּיי אַנּייי אָנּייי אַנּיי אָנּיי אַנּיי אָנּיי אָנּיי אָנּיי אָנּיי אַנּיי אָנּיי אָנּיי אָנּיי אָנּיי אָנּיי אַנּיי אַנּיי אָנּיי אָנּיי אָנּיי אַנּיי אַנּיי אָנּיי אָנּיי אָנּיי אָנּיי אָנִיי אָנּיי אָנִיי אָנּי אָנִיי אָנּי אָנִיי אָנִיי אָנִיי אָנִיי אָנִיי אָנִיי אָנִיי אָנּיי אָנּיי אָנִיי אָנִיי אָנִיי אָנִיי אָיי אָנִיי אָנִיי אָנִיי אָנּיי אָנָי אָי אָנּיי אָנִיי אָנִיי אָנָי אָנִיי אָי אָיי אָנּיי אָנָי אָנָיי אָנָיי אָנָי אָנָיי אָנָיי אָנָיי אָנָי אָנָיי אָי אָנָיי אָנָיי אָנָיי אָנָיי אָנָיי אָנָיי אָנָיי אָנָיי אָנָיי אָנּיי אָנָיי אָנְיי אָנִיי אָי אָנִיי אָנְיי אָנְיי אָנְיי אָנִיי אָנָיי אָיי אָנְיי אָנְיי אָי אָיי אָי אָיי אָנָיי אָיי אָיי אָ	 
Brand of lubricant used: Rem Lube	
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds) AFRICLEURING	
How often do you lubricate the trigger assembly? (Months or Number of rounds) were - Less than 20 rounds have here Fired How	rl Gin
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? >⊠ YES □ NO	·
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) /∪eve∈	
What were the services  performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.	
:: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper	

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for

damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

- :: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)
- :: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

10 rounds fired to sight in Rifle
1 round per. 3 Seasons to verify
Zero = 3 Shots
2002-1 Shit - Deer
2003 - 1 Shot - Deti
2009-3 Shots-Beer = 18 rounds
Fired through this Rifle
1 uncummanded shot 11-24-2018
* Bore was not clemed After
un commanded Fire.

1. thm. // revers maniferation and land fortown manie forms and



Remington Arms Company, Inc. 870 Remington Drive P. O. Box 700 Madison, NC 27025-0700

# ARS LABEL REQUEST FORM

DATE:		11/24/2010	REQUESTED BY:	Dell
QUANTITY:		1	WEIGHT PER PKG:	10 lbs
REASECHECKONE MEDIA COORDINATOR TO MAIL			I WILL MAIL	XXXXX
DESCRIPTION:	Ref # 5200 Rifle			

# LABEL INFORMATION

MAIL LABEL TO: Jeff Burch
RR4 Box 944
Salem, WV 26426
Ph: 304-622-2479

RETURN ITEM TC Remington Arms
Attn: Product Service
Ilion, NY

## MPLEASE COMPLETE AND PARTIS OF THIS FORM VANDS END TO THE MEDIA COORDINATOR

### AXX596 NOV 24, 2010 ALL CURR USD 1 OF 1 SVC GNDCOM ACT UT 10.0 LBS
TRACKINGH 1Z4XX5969066729110
REF 1:JEFF BURCH/CD/DMF
REF 2:5200/RIFLE

HANDLING CHARGE 0.00

SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD DV 0.00 COD 0.00 RS 0.50
DC 0.00 DGD 0.00 SD 0.00
AH 0.00 PR 0.00 SP 0.00
TOT PUB CHG 8.20 PUB+HANDLING 8.20

